



Now accepting applications for:

9-1-1 / Communications Dispatcher

Job Posting # 0308-04

CLARK REGIONAL EMERGENCY SERVICES AGENCY – (CRESA)

Clark Regional Emergency Services Agency is a regional public safety service provider of 9-1-1/Public Safety Dispatch, Emergency Management coordination, oversight of the Emergency Medical Service District #2 exclusive ambulance contract, and the operation and maintenance of the regional governmental radio system. CRESA provides cost-effective delivery and avoids duplication of services.

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JOB DUTIES

CRESA is seeking dedicated individuals interested in an exciting, lifesaving and personally satisfying career in public safety and public service. Successful candidates will be trained to work as 9-1-1 / Communications Dispatchers, providing the full range of dispatching functions for law enforcement, fire and medical emergency calls, as well as other non-emergency functions. 9-1-1 / Communications Dispatchers:

- Take telephone and radio emergency calls, complaints and inquires from the public
- Assess and respond to a caller's emotional state
- Evaluate and prioritize calls based on urgency
- Dispatch appropriate law, fire or emergency personnel and equipment
- Respond to requests from emergency response personnel
- Operate radio transmitters and receivers, radio consoles, computer consoles, and data communications terminals
- Record the nature and source of all incoming and outgoing radio and telephone messages
- Study and maintain familiarity with major roads, streets, industrial plants and buildings

Please note: Clark Regional Emergency Services Agency (CRESA) operates 24-hours a day, 365-days a year and **REQUIRES SHIFT WORK**. New employees will typically work swing shift or graveyard shift. Shifts are determined by seniority bidding. This recruitment will be used to create an eligibility list to fill both current and future vacancies for up to one year.

QUALIFICATIONS

- High School diploma or GED certification
- 18 years of age prior to hire
- Must successfully pass an extensive background investigation, including an in-person background interview.

Successful 9-1-1 / Communications Dispatcher candidates typically have a variety of experience, education and training that demonstrates:

- Excellent interpersonal and communication skills
- Capability to react quickly and appropriately to citizens' needs in routine and emergency situations
- Strong experience with computer keyboarding and/or data entry
- Ability to learn, retain and apply detailed procedures, such as law enforcement, fire and medical dispatching procedures
- Ability to learn and retain names and locations of geographical areas
- Ability to operate computer aided dispatch (CAD) and enhanced 9-1-1 equipment
- Skill and accuracy in performing data entry and retrieval

RECRUITMENT AND SELECTION PROCESS – OVERVIEW

1. **Submit Application** – A CRESA application is required and must be received by CRESA in-person, by fax or by mail no later than 5:00 pm on the filing deadline. Applications received after 5:00 PM on the filing deadline will not be accepted. ***Emailed applications will not be accepted.***
2. **Supplemental Questions** – All candidates must submit responses to the supplemental questionnaire (Page C) along with their completed CRESA application. Be sure to complete the application and supplemental questions thoroughly. Incomplete application materials will be disqualified.
3. **Application Screening** – (*Pass / No Pass*) – All applications and supplemental materials will be screened to ensure candidates meet the minimum requirements. The candidates with the strongest qualifications based on the qualifications listed and on other job related criteria will be invited to participate in the next stage of the recruitment process.
4. **CRITICALL Exam** – CRITICALL is a computer-based examination that simulates the types of manual, visual and audio tasks performed by 9-1-1 / Communications Dispatchers. CRITICALL tests manual dexterity, keystroke / data entry speed and accuracy, and ability to follow written and oral instructions, multi-task, make appropriate decisions, work quickly under pressure, and pay attention to detail.
5. **CRITICALL Exam Scoring** – (*Pass / No Pass, then Rank Scoring*) – Candidates must successfully pass each CRITICALL exam component and achieve an overall cumulative score of at least 85% to pass. A candidate's *averaged* keystrokes per hour (kph) will serve as tiebreaker in case of a tie in exam scores.

P a s s	<p><u>Top 25 Candidates</u> – Candidates ranked with the 25 highest CRITICALL exam scores (and who passed all components as described above) will be invited to participate in the next selection process component – the oral board interviews.</p> <p><u>Other Passing Scores</u> – Candidates who receive a passing score on the CRITICALL exam, but who are not in the initial top 25, will be placed in “<i>pending status</i>.” Based on agency need and within six months from the exam process, CRESA may contact these candidates and invite them to continue in the selection process.</p>
N o P a s s	<p><u>Non-Passing Scores</u> – Candidates who do not pass all exam components and/or achieve 85% will not be eligible to continue in the selection process. These candidates will be eligible to resubmit an application for employment no sooner than six months following completion of the exam process.</p>

6. **Oral Interview** – (*Pass / No Pass, then Rank Scoring*) – Candidates must successfully pass the oral interview process with at least a score of 80%, based on the averaged scores of all panel members.
7. **Eligibility List** – (*Ranked on Weighted Score – 50% CRITICALL / 50% interview score*) – Candidates who pass both the CRITICALL exam and Oral Interview process will be placed on the eligibility list in rank order based upon their final weighted scores. Candidates may stay on the eligibility list for up to one year provided that they maintain eligibility in good standing and successfully pass each continuing stage of the recruitment process. Candidates who do not pass a recruitment stage will be removed from the eligibility list and not considered further during this recruitment process.

*****Merging Eligibility Lists***** - New candidates placed on the eligibility list will have their ranked scores merged with candidates on the existing eligibility list from prior recruitments. The merger of ranked scores may affect a candidate's rank on the eligibility list.
8. **Background Investigation** – (*Pass / No Pass*) – Candidates must successfully pass a comprehensive, extensive background investigation, including submission of a detailed personal history statement and a one-on-one interview with a Clark County Sheriff's Office investigator.
9. **Dispatch Sit-Along** – (*Required*) – Candidates who successfully pass the background investigation will participate in a “sit-along” with an experienced Dispatcher to observe CRESA's work environment.
10. **Final Interviews** – (*Pass / No Pass*) – As positions become available, candidates who have successfully passed all prior recruitment components, will be contacted in rank order to participate in final interviews.
11. **Post-Offer Process** – (*Pass / No Pass*) – Offers of employment are conditional based on successful completion of the following: drug screen test, eye exam, hearing exam, and a psychological evaluation.

BENEFITS


Clark Regional Emergency Services Agency provides a generous benefits package. Employees may choose from several health care plans, including medical, dental, vision and prescription drug coverage. Employees participate in a 401k retirement plan and may also invest through a 457 plan. Other benefits include paid time off (PTO), sick leave, life insurance, a flexible spending plan, an employee assistance program (EAP).

SALARY

Salary range is \$15.87 to \$24.60 per hour. Starting salary is typically entry level, \$15.87 per hour. [Note: if in the hiring manager's judgment, a candidate has at least three years of recent dispatching experience that is *substantially* comparable in size, function and responsibility to CRESA's dispatch operations, the candidate may be eligible for starting salary higher than entry level.] Positions are represented and require membership in Local 11, OPEIU (*Office & Professional Employees International Union, AFL-CIO*).

APPLICATION SUBMISSIONS & REQUESTS:

1. ***Please read all application materials thoroughly***
2. CRESA's application and supplemental questionnaire are required; other materials may also be attached
3. CRESA must receive all application materials by 5:00 PM on the listed filing deadline
4. **Note:** Applicants are responsible to ensure applications are received by the filing deadline in time, intact, and in an acceptable format. **Applications received after the filing deadline will not be accepted.**

CLARK REGIONAL EMERGENCY SERVICES AGENCY		
	710 West 13th Street	Job Hotline (360) 737-1911 x3973
	PO Box 5000	Fax (360) 694-1954
	Vancouver, WA 98666-5000	TDD hearing impaired (360) 992-9224
	E-Mail cresajobinfo@clark.wa.gov	Web - www.cresa911.org
	<ul style="list-style-type: none">○ Applications may be requested at CRESA's office or by email, phone, fax, or TDD○ Applications may be downloaded from CRESA's website○ Applications may be submitted in person at CRESA's office or by mail or fax. <p><u>Please DO NOT email application materials</u></p>	

LOCATION

Clark Regional Emergency Services Agency is located in downtown Vancouver in Clark County, Washington. Clark County is a growing community with a population of approximately 363,400, including City of Vancouver (population 148,800). Located just minutes north of Portland, Oregon and with easy access to the Columbia Gorge, Cascade Mountains, and Washington and Oregon coasts, the region offers abundant cultural and recreational opportunities. Clark County offers excellent livability and a relatively low cost of living. Washington has no state income tax.

EQUAL EMPLOYMENT OPPORTUNITY

Clark Regional Emergency Services Agency is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, veteran status, disabled veteran status, or physical, mental or sensory disability. Recruitment processes are conducted to ensure open competition, provide equal employment opportunity and prohibit discrimination based on race, political views, religion, sex, marital status, national origin, age, mental or physical disability, or any other non-merit factors. Women, minorities, veterans, and persons with disabilities are encouraged to apply.

CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Please notify the Human Resources Manager of the accommodation needed, preferably at the time of application, but at least two days prior to the date needed.

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.

NOTE *This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.*

Applicant Drug Use Disqualification Table

The drug disqualification table reflects CRESA's standards for considering job applicants who have some history of illegal drug usage. The standards are based on the drug used, the frequency of use, and how recently the drug use occurred.

WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used within last 12 months	Any illegal drug	Any use.....	Disqualified
WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used within 1 to 3 years ago	Marijuana	Seldom or Occasional use.....	Considered
		Frequent use or Dealing.....	Disqualified
	Any other illegal drug	Any use.....	Disqualified
WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used within 3 to 7 years ago	Marijuana	Seldom or Occasional use.....	Acceptable
		Frequent use.....	Considered
		Dealing.....	Disqualified
	Steroids, Prescription Drugs ¹ , Speed, Cocaine or any Other Illegal Drug	Seldom or Occasional use.....	Considered
		Frequent use or Dealing.....	Disqualified
	Heroin, PCP, LSD	Any use.....	Disqualified
WHEN USED	DRUG / SUBSTANCE USED	FREQUENCY OF USE	RESULT
Used 7 years ago or longer	Marijuana	Seldom, Occasional or Frequent use...	Acceptable
		Dealing.....	Considered
	Steroids, Prescription Drugs, or Any Other Illegal Drug	Any use.....	Considered
		Seldom or Occasional use.....	Considered
	Heroin, PCP, LSD, Cocaine, Speed	Frequent use or Dealing.....	Disqualified

FREQUENCY	DEFINITIONS
Seldom	Very limited "lifetime" use – generally 1 to 5 times total
Occasional	1 x per week or less. E.g. 52 uses in one year equal weekly use
Frequent	More than 1 x per week over a long period of time (months or years)
Dealing	Selling, transporting to sell, distributing or manufacturing illegal substances at any level
RESULT	DEFINITIONS
Acceptable	Applicant will not be disqualified for stated use
Considered	Applicant's drug history will be evaluated on case-by-case basis
Disqualified	Applicant will not be considered for employment

Important Notice

This is intended as a general guide only, and is not a guarantee or promise of specific treatment in any particular situation. CRESA reserves the right to apply different standards: more strict, more lenient or new standards based on the facts of individual situations and in the context of an applicant's overall background and suitability for employment with CRESA.

Nothing in this guide is intended to contravene Federal or state laws. All protection extended to individuals based on disability or protected status will be extended to job applicants.

¹"Prescription Drugs" refers to abuse and/or fraudulent acquisition of drugs prescribed by a physician.



Clark Regional Emergency Services Agency
 710 West 13th Street, Vancouver, Washington 98660
Job Hotline – (360) 737-1911 ext 3973
Fax – (360) 694-1954; **Website** – www.cresa911.org
TDD (for Hearing Impaired) – (360) 992-9224

EMPLOYMENT APPLICATION

(Instructions for completion) Type or legibly print this application using dark ink only. Fill out the application in its entirety. **An incomplete application may disqualify you from further consideration.**

APPLICANT INFORMATION

Position Applying For		Posting Number	Social Security # (Optional – Used for processing)	
Last Name		First Name		Middle Initial
Address		City	State	Zip + Four
Home Phone ()	Work Phone ()	Cell Phone ()	Other _____ ()	
Washington State labor laws restrict some employment for persons under 18 years old. Are you at least 18 years old? Yes [] No []		Are you legally eligible for employment in the United States? Yes [] No []		
Will you accept: [] Regular [] Temporary [] Full Time [] Part Time		Shifts you will accept: [] Day [] Evening [] Night [] Weekend		
Have you been convicted or released from prison within the last 10 years? Have you ever been convicted, pled guilty or no contest, or forfeited bond or bail for any crime other than traffic violations – <i>do NOT list any conviction for which the date of conviction or prison release, whichever is more recent, is more than 10 years old?</i> Yes [] No [] (If Yes, please explain. A conviction record will not necessarily bar you from employment.)				
Date	Charge	Sentence	Remarks	

EDUCATION

Name(s) of college, university, or vocational school	Full years completed or total credits achieved	Degree Received, if any: (e.g. AA, AS, BA, BS, MA, MS, none, etc.)	Major, Minor, or other emphasis of study
Please indicate any trades, skills or licenses you have that relate to this job. Include licensing state and expiration date.			
CRESA IS AN EQUAL OPPORTUNITY EMPLOYER			

EMPLOYMENT HISTORY

List all applicable work experience. Start with most recent experience first. Include self-employment, military service and any internships or volunteer work that would relate to this position.

CURRENT / MOST RECENT JOB**Employer / Company:****Your Position Title:****Supervisor:****Work Address:****Work Phone:** ()**Employment Dates:** From (mm/yy) [/] To (mm/yy) [/] **Salary / Pay:** \$ per (hr, mo, etc.)**Your Position Duties:****Reason for Leaving:****May we contact current employer?** Yes ___ No ___**PREVIOUS JOB****Employer / Company:****Your Position Title:****Supervisor:****Work Address:****Work Phone:** ()**Employment Dates:** From (mm/yy) [/] To (mm/yy) [/] **Salary / Pay:** \$ per (hr, mo, etc.)**Your Position Duties:****Reason for Leaving:****PREVIOUS JOB****Employer / Company:****Your Position Title:****Supervisor:****Work Address:****Work Phone:** ()**Employment Dates:** From (mm/yy) [/] To (mm/yy) [/] **Salary / Pay:** \$ per (hr, mo, etc.)**Your Position Duties:****Reason for Leaving:***Attach additional pages as needed to include your full work history.***AGREEMENT, CERTIFICATION AND AUTHORIZATION**

I hereby certify, under the penalty of perjury in the State of Washington, that this application contains no willful misrepresentation and that the information given is true and complete to the best of my knowledge and belief. I am aware that should an investigation at any time disclose any such misrepresentation or falsification, my application may be rejected, my name may be removed from consideration or I may be discharged from my employment.

I understand that this application is not intended to be a contract of employment. Several of Clark Regional Emergency Services Agency's (CRESA) positions are governed by collective bargaining agreements, which specify terms of employment. Employment for all positions not covered under collective bargaining agreements is "at will." This means that either party can terminate the employment relationship at any time with or without cause or advance notice for any lawful reason.

*Signature is required at time of hire.*_____
*Applicant Signature*_____
*Date***CRESA IS AN EQUAL OPPORTUNITY EMPLOYER**

9-1-1 / Communications Dispatcher – Self-Evaluation Questionnaire**Candidate Name:****Date:**

WORKING ENVIRONMENT – CRESA's Dispatch Operations working environment can be fast paced, hectic and stressful. It is important that candidates know and understand what is required of a Dispatcher. Please review the following statements and mark either "Yes" or "No" to each one.

Work Schedule:

1. I am able and willing to work any assigned shift in a 24 hour period. (E.g. Day shift, swing shift, or graveyard shift)	Yes [] No []
2. I am able and willing to work a regular schedule of 10 hour shifts. (E.g. 2100 hrs to 0700 hrs)	Yes [] No []
3. I am able and willing to work a schedule of rotating days. (E.g. 4 work days, 4 days off, then 4 work days, 3 days off)	Yes [] No []
4. I am able and willing to work weekends and holidays.	Yes [] No []
5. I am able and willing to work mandatory overtime as needed. (E.g. Required to come in two hours earlier than scheduled shift; or required to stay two hours later than scheduled shift)	Yes [] No []
6. I am able and willing to work in a busy, open-spaced environment, where noise can be amplified. (E.g. several dispatchers talking, phones ringing, radios transmitting, and alert tones sounding)	Yes [] No []
7. I am able and willing to work under dim lights. (E.g. the room lights may be dimmed at night, but individuals may use the individual lamps at their workstations)	Yes [] No []

KNOWLEDGE, SKILLS AND ABILITIES – The position of 9-1-1 / Communications Dispatcher requires certain knowledge, skills and abilities to successfully perform the work. Please rate your experience levels in the following areas (check one) and list the job(s) where you used the knowledge, skill or ability.

Skill or Function:	No exp	Less than 1 yrs exp	1 to 3 yrs exp	More than 3 yrs exp	List job(s) where you used this skillset.
Keyboarding / typing – Data entry					
Keyboarding / typing – Entering combinations of numbers and letters with speed and accuracy					
Computer – "Windows" systems (navigating through windows and computer screens using mouse)					
Computer – Codes / shortcut keys (using function codes or shortcut keys with speed and accuracy)					
Experience answering multiple line phone systems					
Experience using 2-way radios					
Memorization & recall (ability to accurately memorize and use multiple procedures, codes or terms)					
Maintain confidential information					
Multi-tasking (ability to successfully do multiple things at same time. E.g. talk to a caller, listen for a radio transmissions, and enter data)					
Working under stress (ability to stay calm under pressure when others might be angry, upset, or in danger; not to take on others' emotions)					

EQUAL EMPLOYMENT OPPORTUNITY QUESTIONNAIRE (OPTIONAL)

CRESA is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, physical, mental or sensory disability, sexual orientation, disabled veteran or veteran status. For this purpose, we would appreciate you providing the information below. This is entirely voluntary and will remain CONFIDENTIAL. The information gathered herein will not be provided to supervisors, the appointing authority or other department employees. It will be used for monitoring and for federal reporting purposes only. We appreciate your assistance and cooperation in voluntarily providing this information and in assisting CRESA in ensuring equal employment opportunities for all applicants.

Position Applied For: _____ **Posting No:** _____

ETHNIC GROUP: If you identify with more than one race, please indicate one group only for record-keeping purposes. [Ethnic group categories and definitions are as defined by and reported to the Federal Equal Employment Opportunity Commission.] *(please check one)*

- ☐ **American Indian or Alaskan Native** – Tribal Affiliation:
☐ **Asian or Pacific Islander**
☐ **Black (not of Hispanic origin)**
☐ **Hispanic**
☐ **White (not of Hispanic origin)**

GENDER Female ☐ Male ☐ **AGE OVER 40** Yes ☐ No ☐

DISABLED Yes ☐ No ☐

People with disabilities are those with a permanent physical, mental or sensory impairment that substantially limits one or more of life's major activities

VETERAN Yes ☐ No ☐ **DISABLED VETERAN** Yes ☐ No ☐

RECRUITING SOURCE

Please tell us how you heard about this position (select only one source):

Publications:

- ☐ The Columbian ☐ The Oregonian ☐ The Skanner ☐ El Latino de Hoy
☐ Asian Reporter ☐ Other newspapers(s): _____

Internet Sites:

- ☐ CRESA website ☐ The Columbian website ☐ The Oregonian website ☐ El Latino de Hoy website
☐ Other Internet / Website: _____

Other Sources:

- ☐ Job Interest notice ☐ College / Career Center ☐ CRESA Employee ☐ Friend / Acquaintance
☐ Job Fair ☐ Other: _____